



## Performance Dashboard FY19

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY18
Total Passengers	203,675	219,193	233,865	263,031	233,379	208,634	197,655	208,464	216,594	240,095	218,684	193,457	219,727			226,610
Pass/Rev Hour	24.52	24.59	25.82	26.93	24.74	23.30	23.01	23.15	23.36	24.49	23.74	23.71	24.28	22.00	26.00	25.04
Pass/Rev Mile	2.01	2.02	2.20	2.21	2.03	1.94	1.86	2.10	1.93	2.10	1.95	1.93	2.02	2.00	2.20	2.02
On-Time	96.93%	98.18%	96.69%	95.99%	97.02%	97.62%	98.91%	98.86%	98.96%	98.41%	98.63%	97.56%	97.81%	95%	98%	97.57%
Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY18
Total Passengers	14,389	15,423	13,341	15,338	14,374	14,017	14,623	13,120	14,719	14,785	15,684	14,067	14,490			14,424
Pass/Rev Hour	2.64	2.65	2.69	2.60	2.23	2.31	2.43	2.38	2.60	2.41	2.56	2.59	2.51	2.25	2.75	2.56
On-Time	89.83%	88.92%	87.11%	88.28%	88.29%	85.94%	88.91%	88.94%	89.08%	87.59%	86.68%	87.66%	88.10%	85%	90%	87.90%
Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY18
Preventable FR Accidents/ 100K miles	0.00	1.79	1.81	0.81	1.81	3.56	3.56	1.04	0.00	0.91	0.00	0.00	1.27	3	2	1.26
Preventable DR Accidents/10K miles	0	1.92	0	0	0	0.4	0	0	3.91	1.83	0.00	0.00	0.67	3	2	0.39
Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY18
Fixed Route Miles Between Breakdowns w/ passenger interruption	20,705.60	55,781.50	49,505.00	37,083.00	35,213.00	38,929.67	56,150.00	31,899.00	27,592.00	36,614.00	55,284.00	104,574.00	45,778	20,000	25,000	27,761
Demand Response Miles Between Breakdowns w/ passenger interruption	15,817.33	17,321.00	55,463.00	26,758.50	49,682.00	12,039.00	46,628.00	46,628.00	51,086.00	26,602.50	54,704.00	48,739.00	37,622	25,000	30,000	33,325
Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY18
Valid Complaints /100,000 pax FR	2.45	1.82	1.93	2.59	2.50	1.57	3.15	4.03	3.66	2.48	1.45	2.58	2.52	8	5	2.25
Valid Complaints /10,000 pax DR	0.87	0.80	1.86	0.82	1.74	0.91	0.00	0.00	0.86	0.00	2.39	0.00	0.85	4	2	1.25